



Bill date
3 Oct 2018

Your account number
GB 1662 3445 M027 BV

MR M SMITH
65 DORRIT STREET
LIVERPOOL
L8 8AN

Keep your bill and account number
safe from fraudsters.
More details at www.bt.com/scams

This bill is for

Phone

Package

TV

BT Sport

Dear Mr Smith

Your bill came to £53.67

You don't need to do anything - we'll take this amount from your bank account on or just after 11 October.

- There have been changes to your products since your last bill which caused part monthly charges. We show these in a different section of the bill to help you see which charges are for a full month, and which charges are for part of a month.

Helpful hints

- This bill includes price changes effective of 16th September 2018
- For information on BT's products and services for people with additional needs go to bt.com/includingyou

View your account online

www.bt.com/mybt

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Your questions answered

- **Where can I find help with my bill?**

You can find answers to many of your questions online at www.bt.com/helpwithmybill

Contacting us

Please have your account number ready. It's in the top right hand corner.

TO MANAGE YOUR ACCOUNT www.bt.com/mybt or 0800 44 33 11

You can view/download your bills, make payments, set up/manage your direct debit, check usage since your last bill and track orders.

FOR FAULTS AND TECHNICAL HELP

PHONE LINE www.bt.com/help/phone or 0800 800 151

BROADBAND www.bt.com/help/broadband or 0800 111 4567

TV www.bt.com/help/tv or 0800 111 4567

MOBILE www.bt.com/help/mobile or 0800 111 4567

SALES


PHONE LINE/BROADBAND www.bt.com/packages or 0800 800 150

TV www.bt.com/packages or 0800 800 900

MOBILE www.bt.com/help/mobile or 0800 111 4567

For a Large Print or Braille bill 0800 800 150
or www.bt.com/billformats

FOR ANYTHING ELSE www.bt.com/contact or 0800 800 150

 **If you have a textphone or use the Next Generation Text Lite App**
please dial 18001 before the number you want e.g. 18001 0800 800 150.
More information is available at ngts.org.uk

Is everything OK?

If not, you can contact us by phone on 0800 800 150 or visit www.bt.com/contact and chat to us instantly - it's a quick and easy way to answer any questions you may have, and if we need more information we can ask you there and then. Alternatively, email us from the above link.

Most matters can be resolved by phone, chat or email, but if you do want to write in please include your account number, email address, day and evening contact number and your name and address. Write to:
BT Correspondence Centre, Providence Row, Durham, DH98 1BT. If we can't sort things out between us within eight weeks, you can then contact Ombudsman Services: Communications on 0330 440 1614, or at www.os-communications.org They offer free and independent advice on disputes. Or for online purchases, you can also use the Online Dispute Resolution service at www.ec.europa.eu/odr

To see our Customer Complaints Code visit www.bt.com/complaintscode or call 0800 800 150. For the terms and conditions for our products and services, go to www.bt.com/terms

Standard line rental is payable by Direct Debit. If you don't pay by Direct Debit we'll move you to Line Rental Plus which includes a number of extra features and a choice of payment method. BT Basic, Line Rental Saver and Home Phone Saver customers will not need to move to Line Rental Plus if they choose not to pay by Direct Debit. Ofcom (www.ofcom.org.uk) is the independent regulator for the communications industries in the UK, promoting competition and protecting consumers.

British Telecommunications plc (registered in England no. 1800000)
Registered Office 81 Newgate Street London EC1A 7AJ.

How we worked out your bill

Total £



Rental and other charges

Package - 0151 708 9156

The following advance charge for your package includes your line and applies from 3 Oct 2018 to 2 Nov 2018

Broadband and Calls 3 Oct-2 Nov 18 £ 35.99

This is made up of:

Broadband and Calls £ 52.49

This is the cost of your Package at £52.49 a month, charged in advance from 3 Oct 2018 to 2 Nov 2018. This gives you:

- **Calling Plan** Unlimited Weekend Calls
- **Broadband** Superfast Fibre 1 Unlimited
- **Line Rental** is now included in your package

Yet to discover BT TV? See bt.com/bttv for a great TV service

Credit: Special offer discount -£ 16.50 3 Oct-2 Nov 18

You get your Package at a special rate. We show this on your bill by giving you a refund of £16.50 a month

Your special offer discount lasts for 24 months

TV

Entertainment Plus 3 Oct-2 Nov 18 £ 11.50

This is the cost of your TV at £11.50 a month, charged in advance from 3 Oct 2018 to 2 Nov 2018

Credit: Entertainment Plus discount 3 Oct-2 Nov 18 -£ 3.50

for 24 months

You get your TV at a special rate. We show this on your bill by giving you a refund of £3.50 a month

BT Sport

BT Sport Pack 3 Oct-2 Nov 18 £ 6.00

This is the cost of your BT Sport on BT TV+APP at £6.00 a month, charged in advance from 3 Oct 2018 to 2 Nov 2018

Total rental and other charges = £ 49.99

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over the page



How we worked out your bill continued

Changes since your last bill

Total £

Package - 0151 708 9156

We've refunded what you paid in advance up to 2 Oct 2018 and recharged you at the new price

Broadband and Calls 16 Sep-2 Oct 18 £ 1.41

Refund: Broadband and Calls -£ 28.33 16 Sep-2 Oct 18

This is a refund of the price of your Package which you paid in advance up to 2 Oct 2018

Broadband and Calls £ 29.74 16 Sep-2 Oct 18

This is the cost of your Package up to 2 Oct 2018 at £52.49 a month.

TV

Entertainment Plus 16 Sep-2 Oct 18 £ 0.85

Our prices have changed. We've refunded what you paid in advance and recharged you at the new price

Refund: Entertainment Plus -£ 5.67 16 Sep-2 Oct 18

This is a refund of the price of your TV which you paid in advance up to 2 Oct 2018

Entertainment Plus £ 6.52 16 Sep-2 Oct 18

This is the cost of your TV up to 2 Oct 2018 at £11.50 a month

BT Sport

BT Sport Pack 16 Sep-2 Oct 18 £ 1.42

Our prices have changed. We've refunded what you paid in advance and recharged you at the new price

Refund: BT Sport Pack -£ 1.98 16 Sep-2 Oct 18

This is a refund of the price of your BT Sport on BT TV+APP at £3.50 per month which you paid in advance up to 2 Oct 2018

BT Sport Pack £ 3.40 16 Sep-2 Oct 18

This is the cost of your BT Sport up to 2 Oct 2018 on BT TV+APP at £6.00 a month

Total charges since your last bill = £ 3.68

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over the page

How we worked out your bill continued

What you used

Total £

Phone usage for 0151 708 9156 £ 0.00
You didn't make any calls on this line

Total usage charges = **£ 0.00**

TOTAL including any applicable taxes = **£ 53.67**

Need help understanding
your Bill? Visit
bt.com/helpwithmybill

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